

CAHPS Health Plan Survey 3.0: Items in the Reporting Composites for Adults

Sponsors of the Health Plan Survey can report five composites for adults:

- Getting needed care
- Getting care quickly
- How well doctors communicate
- Courtesy, respect, and helpfulness of office staff
- Health plan customer service, information, and paperwork

Getting Needed Care		
Q7	Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?	Response Format <ul style="list-style-type: none"> ▪ A big problem ▪ A small problem ▪ Not a problem
Q9	In the last 12 months, how much of a problem, if any, was it to see a specialist that you needed to see?	
Q22	In the last 12 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?	
Q24	In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?	

Getting Care Quickly		
Q14	In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Q16	In the last 12 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?	
Q18	In the last 12 months, not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?	
Q25	In the last 12 months, how often were you taken to the exam room within 15 minutes of your appointment?	

How Well Doctors Communicate		
Q28	In the last 12 months, how often did doctors or other health providers listen carefully to you?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Q29	In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?	
Q30	In the last 12 months, how often did doctors or other health providers show respect for what you had to say?	
Q31	In the last 12 months, how often did doctors or their health providers spend enough time with you?	

Courtesy, Respect, and Helpfulness of Office Staff		
Q26	In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Q27	In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?	

Health Plan Customer Service, Information and Paperwork		
Q34	In the last 12 months, how much of a problem, if any, was it to find or understand this information (in written material or on the Internet)?	Response Format <ul style="list-style-type: none"> ▪ A big problem ▪ A small problem ▪ Not a problem
Q36	In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?	
Q38	In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?	

Note: The question numbers refer to items in the CAHPS Adult Commercial Questionnaire 3.0. To identify corresponding questions on different questionnaires, see the following Questionnaire Crosswalk, which lists the item numbers for all of the health plan questionnaires. This table is also presented in the document called *Preparing Your CAHPS Health Plan Questionnaire* [see Table 2-2 in doc 12], which is part of the **Health Plan Survey and Reporting Kit**. By supplementing this list of items with the information in that table, you can develop equivalent composites for any of the CAHPS Health Plan questionnaires.

CAHPS Health Plan Survey 3.0: Questionnaire Crosswalk

Short item title	Adult			Child		
	Commercial	Medicaid Managed Care	Medicaid Fee-for-service	Commercial	Medicaid Managed Care	Medicaid Fee-for-service
Covered by xx insurance	1	1	1	1	1	1
Fill in name of health plan	2	2	2	2	2	2
Length of coverage	3	3	3	3	3	3
Have a personal doctor	4	4	4	4	4	4
Rating of personal doctor	5	5	5	5	5	5
Have same health provider	6	6	6	6	6	6
Problem of finding doctor	7	7	7	7	7	7
Needed a specialist	8	8	8	12	12	12
Personal doctor talk about how child is feeling, growing or behaving	NA	NA	NA	8	8	8
Problem to see a specialist	9	9	9	13	13	13
See a specialist	10	10	10	14	14	14
Rating of specialist	11	11	11	15	15	15
Specialist same as personal doctor	12	12	12	16	16	16
Phoned clinic for help or advice	13	13	13	17	17	17
How often received help by phone	14	14	14	18	18	18
Needed care right away	15	15	15	19	19	19
Get needed care right away	16	16	16	20	20	20
Appointment for routine care made	17	17	17	21	21	21
Get routine appointment as soon as wanted	18	18	18	22	22	22
Times visited emergency room	19	19	19	23	23	23
Times visited doctor's office for care	20	20	20	24	24	24
Needed care/tests/treatment	21	21	21	25	25	25
Problem to get care/tests/treatment	22	22	22	26	26	26
Need approval from health plan for care/tests/treatment	23	23	23	27	27	27
Delays a problem while awaiting health plan approval	24	24	24	28	28	28
Taken to exam room within 15 minutes	25	25	25	29	29	29
Doctor's staff courteous/respectful	26	26	26	30	30	30
Doctor's staff helpful	27	27	27	31	31	31

Note: Numbers in cells indicate the question number (question order) for this item in each survey.

CAHPS Health Plan Survey 3.0: Questionnaire Crosswalk (continued)

Short item title	Adult			Child		
	Commercial	Medicaid Managed Care	Medicaid Fee-for-service	Commercial	Medicaid Managed Care	Medicaid Fee-for-service
Doctors listen carefully	28	28	28	32	32	32
Doctor explained things clearly	29	30	30	33	34	34
Doctors respected your comments	30	31	31	34	35	35
Child able to talk with doctors about health care	NA	NA	NA	35	36	36
Doctors explains things in a way child understands	NA	NA	NA	36	38	38
Doctors spent enough time	31	32	32	37	39	39
Rating of health care	32	33	33	47	49	49
Look for information in written materials/Internet	33	40	36	62	76	72
Problem to find or understand information	34	41	37	63	77	73
Called customer service	35	42	38	64	78	74
Problem to get help from customer service	36	43	39	65	79	75
Any experiences with paperwork	37	44	40	66	80	76
Problem with paperwork	38	45	41	67	81	77
Rating of health insurance plan	39	46	42	68	82	78
Rate overall health	40	47	43	72	86	82
Age now	41	48	44	91	105	101
Male or female	42	49	45	92	106	102
Highest grade or level of school completed	43	50	46	93	107	103
Child's age now	NA	NA	NA	87	101	97
Child male or female	NA	NA	NA	88	102	98
Hispanic or Latino origin or descent	44	51	47	89	103	99
Race	45	52	48	90	104	100
How related to the policyholder	NA	NA	NA	94	NA	NA
How related to the child	NA	NA	NA	95	110	106
Received help completing survey	46	54	50	96	112	108
How did that person help	47	55	51	97	113	109

CAHPS Health Plan Survey 3.0: Questionnaire Crosswalk (continued)

Short item title	Adult			Child		
	Commercial	Medicaid Managed Care	Medicaid Fee-for-service	Commercial	Medicaid Managed Care	Medicaid Fee-for-service
Medicaid Questions						
How often you/the parent had a hard time speaking with/understanding doctors because they spoke different languages	NA	29	29	NA	33	33
How often child had a hard time speaking with/understanding doctors because they spoke different languages	NA	NA	NA	NA	37	37
Needed interpreter to speak with doctors	NA	34	34	NA	53	53
When you needed interpreter, how often got one	NA	35	35	NA	54	54
Child needed an interpreter to speak with doctors	NA	NA	NA	NA	55	55
When child needed interpreter, how often got one	NA	NA	NA	NA	56	56
Child 2 years or younger	NA	NA	NA	NA	57	57
Got reminders for checkup/shots/drops	NA	NA	NA	NA	58	58
Child been to doctor for checkup/shots/drops	NA	NA	NA	NA	59	59
Got appointment for child's first doctor visit for checkup/shots/drops as soon as wanted	NA	NA	NA	NA	60	60
State pays health plans to care for people covered by Medicaid/health plan like this	NA	36	NA	NA	72	NA
Chose your own/child's health plan	NA	37	NA	NA	73	NA
Got information about your health plan before signed up	NA	38	NA	NA	74	NA
Information given correct	NA	39	NA	NA	75	NA
Language spoken at home	NA	53	49	NA	108	104
Language child speaks at home	NA	NA	NA	NA	109	105
Listed as child's payee/guardian for Medicaid	NA	NA	NA	NA	111	107